MASTER YOUR DEVICE

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verizonwireless.com

DROID
INCREDIBLE 2

verizon | Google™ | htc

For an interactive guide to your new wireless device,
go to verizonwireless.com

CONTENTS

MY VERIZON

Manage your account online or from your phone with My Verizon Mobile.

BASICS

How to use your new phone—from charging the battery and placing calls to checking voice mail.

APPS AND FEATURES

It's a mobile world and it's yours to conquer—with music, video, web browsing, email and picture messaging, plus tools for navigation and family safeguards.

WELCOME

THANK YOU FOR CHOOSING VERIZON WIRELESS

You're now connected to the power of America's largest and most reliable wireless network. This guide will introduce you to the features of your new phone.

For assistance, please go to **verizonwireless.com**.

You can also contact Customer Service at **1-800-922-0204** or speak with a Customer Service Representative at your local Verizon Wireless Store.

To download a comprehensive User Guide, go to **support.vzw.com/phones**, or order a printed copy by calling **1-800-229-1235**.

NOTE: Devices and software are constantly evolving—the screen images and icons you see here are for reference only.

IMPORTANT CUSTOMER INFORMATION

DATA PLANS AND FEATURES:

Content and Internet Access

Many services and applications offered through your device may be provided by third parties. Before you use, link to or download a service provided by a third party, or an application such as a non-Verizon Wireless location-based GPS-type service, chat room, marketplace or social network from your device, you should review the terms of such service or application and applicable privacy policy. Personal information you submit may be read, collected or used by the service or application provider and/or other users of those forums.

Verizon Wireless is not responsible for any information, content or services you access, download or use from the Internet. You are responsible for maintaining virus and other Internet security protections when accessing service. For additional information, visit the Verizon Content

Policy at **responsibility.verizon.com/contentpolicy**. Your Verizon Wireless Customer Agreement terms and conditions and certain other specially identified terms govern your use of any Verizon Wireless products and services.

MY VERIZON

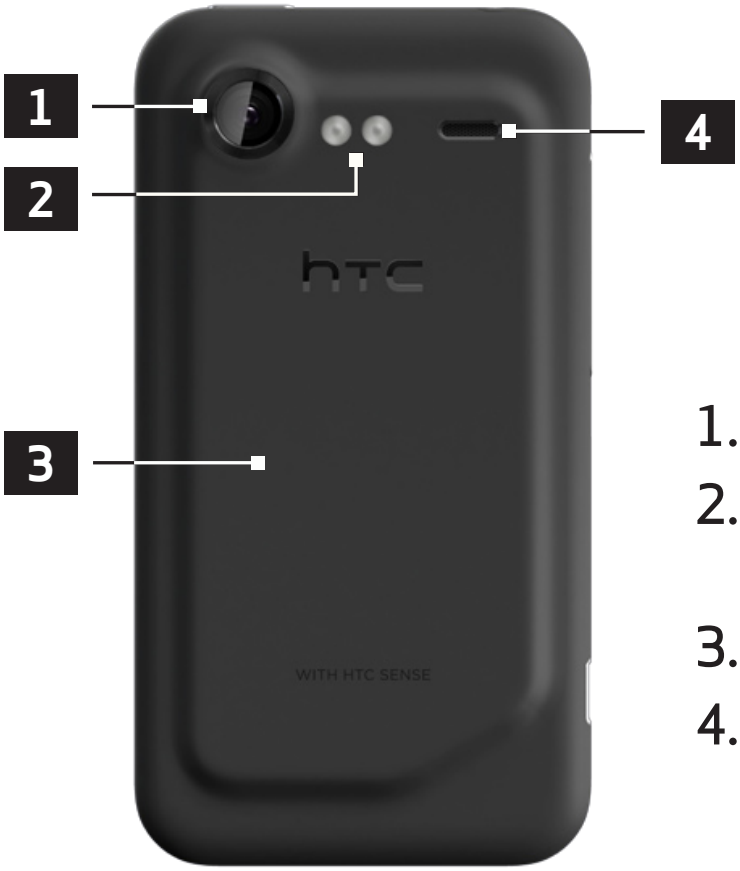
Save time. Save money. Register now at **verizonwireless.com/myverizon.**

- **Manage your account.** Quickly check your voice, text and data usage or make adjustments to your Plan at any time.
- **Get personalized support.** My Support answers your questions quickly.
- **Pay bills your way.** Go green and set up Paperless Billing, make a one-time payment, or use Auto Pay and never worry about missing a payment.
- **Much more.** Transfer your contacts in no time with Backup Assistant℠, move your media, pick your Friends & Family®, or set some boundaries for your kids.
  Also view email in one place from popular internet-based email accounts: Yahoo!, AOL, Gmail and Windows Live Hotmail available at **www.vzw.com/sync**

PHONE FEATURES

1. POWER/LOCK
2. EARPIECE
3. 3.5MM HEADSET JACK
4. VOLUME CONTROLS
5. TOUCH SCREEN
6. USB CONNECTOR
7. HOME
8. MICROPHONE
9. MENU
10. BACK
11. SEARCH
12. 1.3MP FRONT CAMERA

NOTE: You'll see the HOME, MENU, BACK, and SEARCH buttons when your wireless device is turned on.

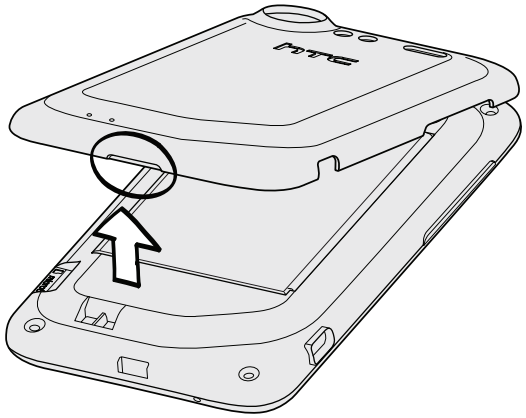


1. 8MP CAMERA
2. DUAL LED FLASH
3. BACK COVER
4. SPEAKER

FIRST STEPS

REMOVING THE BACK COVER

1. Make sure the wireless device is turned off.
2. Hold the device securely with the front facing down.
3. Starting from the small opening at the bottom of the device, lift the back cover and remove it completely.

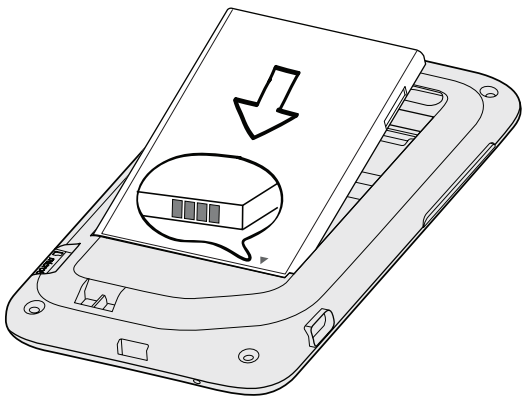


NOTE: Please handle the back cover with care since your wireless device's antennas are placed underneath it. Avoid twisting or bending the back cover.

To get the best signal for calls, data connection, and GPS navigation, be sure to secure the back cover tightly to the device.

INSTALLING YOUR BATTERY

1. Align the battery's exposed copper contacts with the battery connectors inside the battery compartment.
2. Insert the contact side of the battery first, and then gently push the battery into place.



CHARGING YOUR BATTERY

1. Connect one end of the USB cable to the AC charger.
2. Connect the smaller end of the USB cable to the USB Connector on the left side of your wireless device.

3. Plug in the AC charger to a wall socket to start charging the battery.

WARNING! Please use only an approved charging accessory to charge your device. Improper handling of the charging port, as well as the use of an incompatible charger, may cause damage to your device and void the warranty.

POWERING YOUR PHONE ON FOR THE FIRST TIME

It's important to fully charge the battery before turning on your wireless device.

Press and hold the **POWER/LOCK** button for a few seconds until the screen turns on.

SETTING UP YOUR DEVICE

When you turn on your wireless device for the first time, simply follow the prompts to complete the initial setup of your wireless device. For more information on how to set up your email, visit **smartphones.verizonwireless.com/**. Click on the **Smartphone Support** tab and select your wireless device.

Setting up your Google Account

1. From the main Home screen, press **MENU**, and then tap **Settings > Accounts & sync**.
2. Tap **Add account > Google**, and then tap **Next**.
3. Tap **Sign in**. Enter your user name and password, and then tap **Sign in**.
4. After signing in, all emails, contacts, and calendar events on your Google Account will automatically synchronize with your wireless device.

Setting up your personal email accounts

1. From the main Home screen, press **MENU**, and then tap **Settings > Accounts & sync**.
2. Tap **Add account > Mail**.
3. Select your email provider, enter your email account details, and then tap **Next**.
4. Tap **Finish setup**.

NOTE: Accounts setup from Mail are also available on the web at **www.vzw.com/sync**

Setting up an Exchange ActiveSync email account

1. From the main Home screen, press **MENU**, and then tap **Settings > Accounts & sync**.
2. Tap **Add account > Exchange ActiveSync**.
3. Enter your email account details, and then tap **Next**.
   NOTE: Your corporate Exchange Server must support auto-detect for the wireless device to automatically set up the Exchange ActiveSync account. If your corporate Exchange Server does not support auto-detect, you will need to enter your Exchange Server settings after you tap Next. Ask your Exchange Server administrator for details.

4. Select the type of information you want to synchronize, and then tap **Next**.
5. Enter a name for this account, and then tap **Finish setup**.

Backup Assistant℠

Backup Assistant is a free service from Verizon Wireless which saves your wireless device's address book to a secure server. If your wireless device is lost or damaged, or if you upgrade to a new wireless device, Backup Assistant will restore your contacts.

To get started using Backup Assistant, press **MENU** from the main Home screen, and then tap **Settings › Accounts & sync › Backup Assistant**.

NOTE: Subject to specific terms of use. Results may vary based on backup schedule and other factors. See **verizonwireless.com/backupassistant** for more details.

MAKE A CALL

Do one of the following:

- On the Home screen, tap Phone, dial the number, and then tap **Call**.
- In People, press and hold the contact you want to call, and then tap **Call Mobile** on the options menu.

NOTE: The option available on the options menu is the default communication method you assigned to the contact.

MAKE A CALL FROM OUTSIDE THE U.S.

Assisted Dialing allows you to easily dial international calls while roaming abroad.

1. From the main Home screen, press **MENU**, and then tap **Settings › Call › Assisted Dialing**.
2. Select the **Enable Assisted Dialing** check box.
3. Under Reference Country, select the country that you want to call.
4. Check the dialing preferences, such as the IDD/NDD Prefix and Area/City Code.

The next time you dial a phone number, the IDD/NDD prefix and area/city code is automatically added before the number.

RECEIVING CALLS

Do one of the following:

- Tap **Answer**.
- When the wireless device is locked, slide the bar down to answer, slide the bar up to reject, or press **MENU** to see more options.

VOICE MAIL

SETTING UP VOICE MAIL

1. On the Home screen, tap **Phone**.
2. Tap ***86 (*VM)**, and then tap **Call**. If you hear a greeting, press **#** to interrupt it.
3. Follow the setup prompts.
4. Select a password.
5. Record a voice signature and greeting.

ACCESSING YOUR VOICE MAIL FROM YOUR PHONE

1. On the Home screen, tap **Phone**.
2. Tap ***86 (*VM)**, and then tap **Call**. When you hear the greeting, press **#** to interrupt it.

3. Follow the prompts to enter your password and retrieve your messages.

ACCESSING YOUR VOICE MAIL FROM ANY PHONE

1. Dial your wireless number. When you hear the greeting, press **#** to interrupt it.
2. Follow the prompts to enter your password and retrieve your messages.

RESETTING YOUR VOICE MAIL PASSWORD

To learn how to reset your password or discover other features, visit **verizonwireless.com/myverizon.**

NOTE: Voice mailboxes not set up within 45 days will be cancelled. Your Verizon Wireless voice mailbox is not password protected until you create a password by following the setup prompts.

VISUAL VOICE MAIL

One glance tells you all you need to know. View a list of messages without dialing into a mailbox. Listen or erase with the touch of a button.

Setting up Visual Voice Mail

1. If you are a new Verizon Wireless subscriber, first dial ***86** to set up your voice mail service.
2. On the Home screen, tap **Voice Mail** .
3. Tap **Visual Voice Mail** and follow the prompts to download it for future use.

NOTE: It may take five minutes for Visual Voice Mail to set up. Your password and voice mail messages will be stored on the device and messages will be available to anyone with access to the device. To limit unauthorized access to the voice mail, consider locking the device when not in use.

To cancel your Visual Voice Mail service, go to **verizonwireless.com/myverizon** or contact Customer Service. V Block must be removed to use Visual Voice Mail. Data charges apply only to the application download, which requires approximately 1 MB of data.

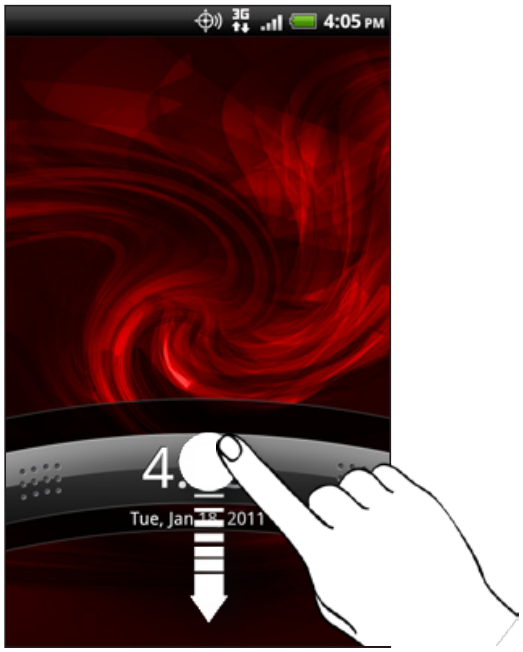
LOCKING/UNLOCKING YOUR PHONE

Prevent accidental key presses by locking your wireless device.

To lock your wireless device and turn off the screen, in standby mode, press the **POWER/LOCK** button.

To unlock the wireless device, press the **POWER/LOCK** button. Press the bar on the

lock screen, and then slide your finger down to unlock the screen.



USING THE SPEAKERPHONE AUTOMATICALLY

You can switch to speakerphone by simply flipping over your phone.

1. From the main Home screen, press **MENU**, and then tap **Settings**.
2. Tap **Sound**, and select **Flip for speaker**.

NOTE: The **Flip for speaker** option is not available when your wireless device is set to either Vibrate or Silent mode.

RINGTONES

Make your phone dance to your tune. Choose a ringtone, change the tone, or silence your phone.

SELECTING A RINGTONE

1. From the main Home screen, tap > **Ringtone**.
2. Scroll through the available ringtones and tap the ringtone you want to use. The ringtone briefly plays when selected.
3. If the audio file is on your storage card, tap **New ringtone**, select the item you want to import, then tap **OK**.
4. Tap **Apply**.

SETTING RINGTONE TO VIBRATE

Pressing the VOLUME UP or VOLUME DOWN button changes the volume level of the phone ringtone. While in the lowest ringer volume level (Silent mode), press VOLUME DOWN once to set your phone to Vibrate mode. The phone vibrates and the Vibrate mode icon appears in the status bar.

BLUETOOTH®

TURNING ON BLUETOOTH

1. From the main Home screen, press **MENU**, and then tap **Settings > Wireless & networks**.
2. Select the **Bluetooth** check box.

NOTE: Turn off Bluetooth when not in use to save battery power, or in places where using a wireless device is prohibited, such as on board an aircraft and in hospitals.

PAIRING YOUR BLUETOOTH HEADSET WITH YOUR PHONE

You can listen to music over a Bluetooth stereo headset, or have hands-free conversations using a compatible Bluetooth headset or car kit.

Before you connect your headset, you need to make it discoverable so your wireless device can find it. You can find out how to do this by referring to your headset's manual.

1. From the main Home screen, press **MENU**, and then tap **Settings > Wireless & networks > Bluetooth settings**.
2. If Bluetooth is not yet turned on, tap the **Bluetooth** check box.
3. Make sure that the headset is discoverable.
4. Tap **Scan for devices**. Your wireless device will start to scan for Bluetooth devices within range.
5. When you see the name of your headset displayed in the Bluetooth devices section, tap the name. Your wireless device then automatically tries to pair with the headset.
6. If automatic pairing fails, enter the passcode supplied with your headset.

When the Bluetooth headset or car kit is connected to your wireless device, the Bluetooth connected icon is displayed in the status bar.

GLOBAL PHONE

Global Phone offers you reliable, consistent voice service at home and abroad. Use one phone and one number for voice coverage in more than 220 countries. Get one bill for both domestic and international calls.

In order to get the full benefits of Global Phone service you must subscribe to a Global Phone calling plan and ensure that you have a SIM Card installed.

Go to **verizonwireless.com/global** for rates, countries, coverage limitations and features.

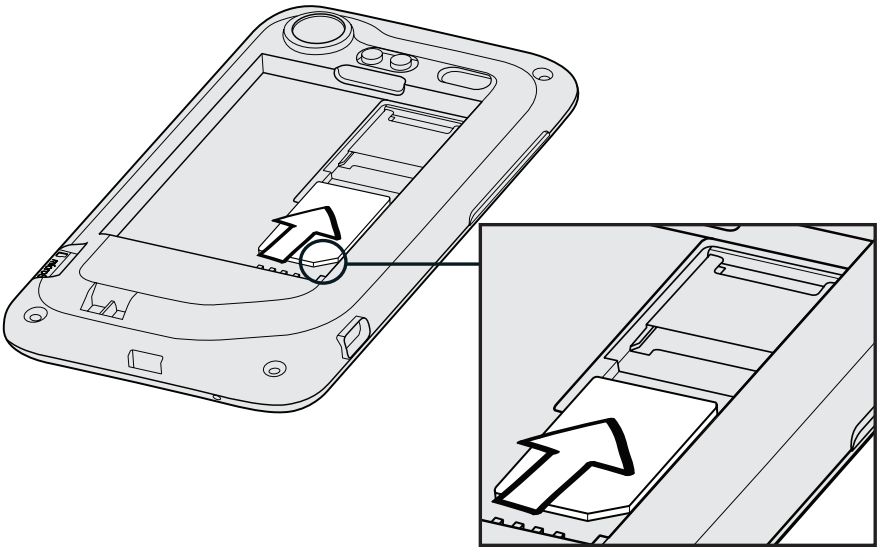
INSTALLING A SIM CARD

Your phone comes with an installed SIM Card that enables you to make and receive calls and text messages while traveling outside of the U.S. in supported destinations.

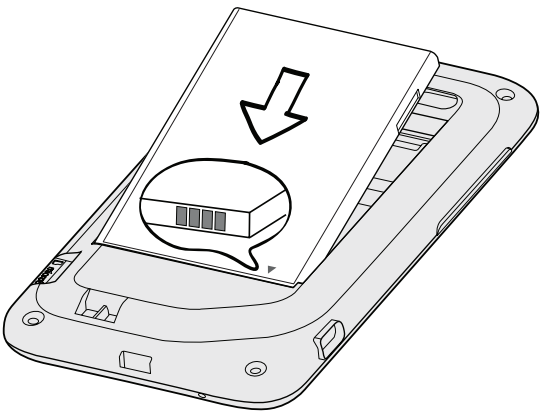
Should your SIM Card be lost or damaged, please follow these instructions to install a new SIM Card:

1. Remove the back cover and the battery. See "First Steps" for more details.
2. Remove the SIM Card from its packaging.

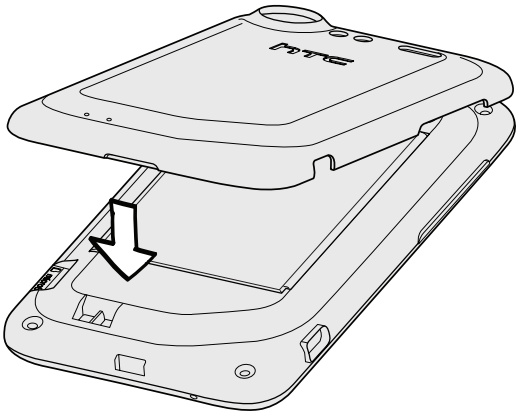
3. Hold the SIM Card so that the metal contacts on the SIM Card face down and the cutoff corner points toward the bottom-right corner of your phone.



4. Insert the SIM Card all the way into the SIM Card holder.
5. Insert the battery so that the metal contacts on the battery align with the metal contacts on your phone.



6. Place the back cover onto the top panel of your wireless device and push down so that the cover clicks into place.



NOTE: Your SIM (Subscriber Identity Module) Card is a small rectangular plastic card that stores your phone number and other important information. Do not bend or scratch your SIM Card. Avoid exposing your SIM Card to static electricity, water or dirt.

If your SIM Card is lost or damaged while in the U.S., please dial ***611** from your Verizon Wireless device or **1-800-922-0204** from any phone to speak with a Customer Service Representative. From outside of the U.S., please refer to the Verizon Wireless Global Support Guide, welcome letter and calling card that came with your device. This will enable you to make calls toll free from landlines inmost countries where we offer Global Phone service.

APPS AND FEATURES

Make your phone do more with music, ringtones, wallpapers, apps and games. Check the latest scores, keep up with Twitter™ and Facebook®, even plan a vacation, we've got apps that help you do it all. For details and pricing, go to **verizonwireless.com**.

NOTE: Data charges may apply.

USING ANDROID MARKET

Android Market™ provides direct access to useful applications and fun games which you can download and install.

NOTE: You need to be signed in to your Google Account to use Android Market.

DOWNLOADING APPS FROM ANDROID MARKET

1. On the Home screen, tap **Market** .
2. When you open Android Market for the first time, the Terms of Service window will appear. Tap **Accept** to continue.

3. Navigate or search for the item you want, and then tap **Free** (for free apps).
4. If you agree to the terms and conditions, tap **OK** to begin downloading and installing the app.

SEND YOUR MESSAGE

Talk with your fingers. Make a bold statement with the touch of a button. For rates and complete information, go to **verizonwireless.com/messaging**.

TEXT MESSAGING (FROM INSIDE THE U.S.)

Sending a new text message to a phone

1. On the Home screen, tap **Messages** .
2. On the All messages screen, tap **Compose message**.
3. Fill in one or more recipients. You can:

- Enter the complete phone numbers directly in the To field.
- Enter the first few letters of a contact name or starting digits of a mobile number. As you type, matches from your stored contacts are displayed. Tap a name or one of the contact's number.

- Tap the icon, and then select the phone numbers of contacts or contact groups. When you have selected all the message recipients, tap **Done**.

4. Tap the box that says "Add text", and then enter your message.
5. Tap **Send**.

TEXT MESSAGING (FROM OUTSIDE THE U.S.)

Sending a new text message to a phone

1. On the Home screen, tap **Messages** .
2. On the All messages screen, tap **Compose message**.
3. Fill in one or more recipients and ensure that the following standards are entered before the mobile phone numbers:
   IDD (International Direct Dial) Prefix + Country Code + Area/City Code.
4. Tap the box that says "Add text", and then enter your message.
5. Tap **Send**.

PICTURE MESSAGING

Take pictures that you can send to virtually any wireless number or email address.

Snap a photo and send as a picture message

1. From the main Home screen, tap > **Camera** .
2. Frame your subject on the Viewfinder screen.
   If you want to use the front camera, press **MENU**, then tap **Switch camera**.
3. Before you take the shot, you can:

- Slide your finger up or down on the zoom bar to zoom in or out.
- Tap the **Flash** button to select a flash mode that is suitable for the current lighting.
- Tap the **Effects** button to select and apply an effect to your photo.

NOTE: Some camera features are not available when you're using the front camera, such as auto focusing, zooming, flash mode, and face detection.

4. Tap to capture your photo.

5. Tap on the post-capture screen, and then tap **Messages** .
6. Compose the message by adding text and by specifying the recipients.
7. When finished, tap **Send**.

Delete a photo attachment before sending a message

1. While composing a message, tap .
2. Tap any picture you want to delete from the attachment, and then tap **Remove**.
3. Tap **Done**.

Save a photo from a message

1. Open a picture message, and then tap **Slideshow**.
2. Tap once on the screen, and then tap .
3. Select any picture you want to save on your wireless device's storage card.
4. Tap **Done**.

VIDEO MESSAGING

Record and send videos to virtually any wireless number or email address.

Record and send a video message

1. From the main Home screen, tap > **Camcorder** .
2. Frame your subject on the Viewfinder screen.
   If you want to use the front camera, press **MENU**, then tap **Switch camera**.
3. Before you record the video, you can also zoom in or out, change the video light mode, or apply some video effects.

NOTE: Some camera features are not available when using the front camera such as zooming and light mode.

4. Tap ● to begin recording. When finished, tap ● to stop recording.
5. Tap on the post-capture screen, and then tap **Messages** .
6. Compose the message by adding text and by specifying the recipients.
7. When finished, tap **Send**.

NOTE: Video messages can only be sent when the video attachment's resolution is set to 320x240 or smaller.

Delete a video attachment before sending a message

1. While composing a message, tap .
2. Tap any video you want to delete from the attachment, and then tap **Remove**.
3. Tap **Done**.

Save a video clip from a message

1. Open a video message, and then tap **Slideshow**.
2. Tap once on the screen, and then tap .
3. Select any video you want to save on your wireless device's storage card.
4. Tap **Done**.

DATA

Tap into a powerful stream of data—it's all in the palm of your hand.

EMAIL

Check email on the go with popular internet-based email accounts. Yahoo!, AOL, Gmail and Windows Live Hotmail can all be set up and accessed from the **Mail** app. These emails can also be accessed from **www.vzw.com/sync**

MOBILE WEB

Take the Internet with you wherever you go. You can read the latest news, get the weather and follow your stocks.

Launching the Web

1. On the Home screen, tap **Internet** .
2. On the web browser, tap the URL field on top of the screen. If the URL field is not showing, press **MENU**.
3. Enter the address (URL) of the web page. As you enter the address, your web search engine makes suggestions of web pages and queries in a list.

4. Tap a suggestion or continue entering an address.
5. While on the web page, slide your finger on the screen to scroll through the web page or pinch the screen to zoom in or out.

Ending a Web session

To quit surfing the Internet, just tap **BACK** while on a web page.

To close a web page from multiple browser windows, press **MENU** > **Windows**, and then tap .

SKYPE MOBILE™

See more. Share more. Enjoy more. To begin:

1. From the main Home screen, tap > **Skype mobile** .
2. Follow the step-by-step instructions for either signing in with your existing Skype name or creating a new Skype name.

BE A MEDIA MOGUL

Let your music flood the airwaves. Your airwaves.

RINGTONES

Pick from our over 90,000 tracks and assign a different song to each person in your address book.

RINGBACK TONES

Entertain your callers with Ringback Tones—songs or sounds they'll hear while waiting for you to answer.

V CAST MEDIA MANAGER

Transfer pictures, videos and music between your phone and computer

with just a USB cable connection. Go to **verizonwireless.com/vmm** to download your free copy.

NOTE: System requirements: Windows® XP, Windows Vista® or Windows 7.

VERIZON WIRELESS MEDIA STORE

Go online to find loads of cool apps, as well as the latest games and music. Make your purchase online, download apps straight to your phone. From the main Home screen, tap > **V CAST Apps** . Or visit **verizonwireless.com/apps**.

V CAST MUSIC WITH RHAPSODY®

Buy and download individual tracks or subscribe to get unlimited access to millions of songs. From the main Home screen, tap > **V CAST Music** .

NOTE: System requirements: Windows® XP, Windows Vista® or Windows 7.

SEE IT ALL

Watch what you want, when you want, right on your phone.

V CAST VIDEO ON DEMAND

Catch your favorite shows and live sports from anywhere in the V CAST coverage area. View more than 100 channels, with additional shows added every day in on-demand, full-length episodes.

Browse and download clips

1. From the main Home screen, tap > **V CAST Videos** .
2. Follow the prompts for browsing and downloading video clips.

PLAY IT UP

There's plenty to play, with hundreds of gaming apps:

- Browse, buy and download games on your phone via **V CAST Apps** .
- Browse and buy games online at **verizonwireless.com/games**.

NOTE: Data charges may apply.

VERIZON SAFEGUARDS

Your family; your call. Verizon safeguards give you peace of mind with Content Filters, Spam Controls, Usage Controls and more.

Go to **verizonwireless.com/spamcontrols** or **verizonwireless.com/usagecontrols**.

GETTING STARTED WITH LOCATION-BASED SERVICES (LBS)

Verizon Wireless values your privacy. Because of this, your phone is defaulted to only acquire your location when you dial **911**. To use Location-Based Services, you must first enable location services on your phone:

1. From the main Home screen, press **MENU**, and then tap **Settings > Location**.
2. Under Location ON Settings, tap the location services you want to use.

NOTE: Your wireless device can determine its (and your) physical, geographical location ("Location Information") and can associate Location Information with other data. Additionally, certain applications, services and programs are capable of accessing, collecting, storing and using Location Information and disclosing Location Information to others.

You should use caution when determining whether or not Location Information should be made available to others and you should review any applicable third party privacy policies before providing access.

To limit potential unauthorized access to your Location Information, Verizon Wireless phones are preset to E911 only, which will only allow emergency response personnel to locate you if you dial **911** from your phone. Other wireless devices (such as Broadband Data Cards or devices without a keypad or user interface) may or may not have such limitation and location settings available.

By enabling location settings you are permitting third party access to Location Information through software, widgets or peripheral components you choose to download, add or attach to your wireless device or through web access, messaging capabilities or other means and you are authorizing Verizon Wireless to collect, use and disclose your Location Information as appropriate to provide you with any location services that you enabled.

VZ NAVIGATOR®

More than just directions, **VZ Navigator** gets you where you're going and keeps you informed once you get there. Receive traffic alerts, find gas prices and directions to the station, search local businesses, share your location with friends, or speed-dial roadside assistance.

From the main Home screen, tap > **VZ Navigator** or go to **verizonwireless.com/navigator.**

TOTAL EQUIPMENT COVERAGE

Sign up for Total Equipment Coverage and if your device breaks, gets lost or stolen, or malfunctions after the manufacturer's warranty expires, you're covered. Total Equipment Coverage combines Verizon Wireless Extended Warranty and Asurion's Wireless Phone Protection. For details, go to **verizonwireless.com/equipmentprotection.**

GO GLOBAL

Verizon Wireless keeps you connected around the corner and around the world. For up-to-date information on destinations and rates, go to **verizonwireless.com/vzglobal** and select from the following programs:

INTERNATIONAL LONG DISTANCE

You can call over 190 destinations from the U.S. with your Verizon phone. Simply add I-DIAL to your account and for reduced rates, select our International Long Distance Value Plan or for occasional international calls, use our Per-Minute Rates.

INTERNATIONAL TEXT MESSAGING

You can send text messages to customers onparticipating carriers in over 150 countries around the world. Visit **verizonwireless.com/internationalmessaging** for more details.

INTERNATIONAL ROAMING

Traveling outside of the U.S.? With any Verizon phone you can stay connected in over 40 destinations including Canada, Mexico, China, Israel, Brazil and Jamaica.

Dial ***611** from your phone or call **1-800-922-0204** and speak with a Verizon Wireless representative to enable International Roaming. A full list

of destinations and rates can be found at **verizonwireless.com/internationalroam**.

GLOBAL TRAVEL PROGRAM

Available in more than 220 voice countries, more than 200 data countries and more than 115 countries with 3G, this is the perfect short-term solution for the occasional or infrequent global traveler who needs to stay in touch when traveling outside of the U.S. to GSM locations. This program is ideal when your travel duration is less than 21 days.

There is no rental fee or security deposit, and all charges will be applied to your current Verizon Wireless bill. For more information on the Global Travel Program, visit **verizonwireless.com/globaltravel**. To place an order, contact our Global Services Activation Specialists at **1-800-711-8300**.

NOTES